



ACCOMPANYING INFORMATION

Catharine Deitch traveled the world with the Army. Now her uniform, orders and war memorabilia are traveling the US – on loan from Florida State University’s WWII Institute. “Many students didn’t believe what happened in The War. So professor Oldson founded the Institute.” After WWII, she and her husband opened a B&B in Gettysburg. When he passed, her son found another souvenir. “Years ago, I wrote a note to my young kids on a document: ‘Remember, I’m eligible for the Soldiers’ Home!’” Even today at 87, she’s grateful to be at AFRH. “Life here is made to order. And they have wonderful activities. Thank you, Lord.”

We’re thankful you have taken the time to get to know AFRH and its wonderful residents. Truly, they are the greatest generation our country has ever known. This final chapter of the PAR, Accompanying Information, rounds out our FY07 activities and fulfills our reporting requirements.

In this part, we furnish:

- The IG Letter
- Management Challenges
- Improper Payments
- Acronyms



“Life here is made to order. And they have wonderful activities. Thank you, Lord.”

Catharine Deitch (Army WAACS – WWII)



Management Challenges

Unearthing Likely Barriers

To maintain momentum and solid performance, our IG has identified the major challenges now facing the Home. As we strive to overcome them, our workforce, partners and contractors will be accountable for AFRH Trust Fund dollars. Naturally, oversight and enforcement is needed to ensure progress and fiscal responsibility.

Challenge 1:
Implement & manage the Scott Building renovation:

Retaining residents and keeping them happy are essential to attaining our Goals of Financial Growth and Exceptional Service. Today the Scott Building in Washington is home to nearly half of our resident population. Yet, it has not been renovated in decades and desperately needs enhancements. In fact living conditions must be updated soon, if we wish to usher in new residents.

Repairs will cost about \$81 million, which is the greatest portion of the capital improvement estimate of \$134 million. So, this endeavor will require the hands-on guidance and supervision of management. Together we must focus our efforts, plan meticulously and coordinate with all stakeholders to finish on-time and on-budget.

Challenge 2:
Employ & monitor National Patient Safety Goals (NPSG):

AFRH currently has a Gold Seal of Approval™ in healthcare from JCAHO and on-site, unannounced visits are required to maintain accreditation. AFRH faces the challenge of keeping pace with ever-changing requirements in healthcare. Fortunately, the NPSGs from JCAHO help identify widespread problems – and outline evidence and expert-based solutions. So, AFRH must scrutinize its operations to adhere to these Goals.

Challenge 3:
Develop succession planning for operations & management

AFRH strives to meet the PMA's "Strategic Management of Human Capital" Initiative and maintain best practices. To achieve this, the Home must develop a consolidated succession plan for all management positions. Nursing was completed in 07 – and now we must develop succession plans for campus operations, corporate support staff, IT and resident services.



A construction crew begins to erect a new "military heritage" display in the Scott Residence Lobby.



Armed Forces Retirement Home
Office of the Inspector General
3700 N. Capitol Street, P.O. Box 1303
Washington, DC 20011-8400

November 1, 2007

Memorandum

To: Timothy C. Cox, Chief Operating Officer

Re: Management Challenges for FY 2008

Over the past year, the AFRH has had to respond to some serious allegations lodged at its healthcare management and oversight by an anonymous source. The allegations were later found to have no merit by the various inspections teams that were dispatched by the Office of the Secretary of Defense to investigate the allegations. The AFRH took additional measure to ensure that the allegations were investigated thoroughly by requesting an independent audit of its healthcare facilities from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). JCAHO also found no evidence to support the alleged allegations.

The Armed Forces Retirement Home's Inspector General (AFRH IG) hotline has served the agency well in allowing anyone to report occurrences of waste, fraud or abuse. As a result of the reported incidents, the AFRH IG has worked with the agency's management to correct the infractions which have led to the implementation of policies and procedures that will effect oversight to reduce or eliminate any reoccurrences. The AFRH IG has also established a great working relationship with the Department of Defense's Office of Inspector General. Residents at the AFRH may also access their hotline to report abuse, waste or fraud found at the agency.

In accordance with the Reports Consolidation Act of 2000, we have identified the most serious management and performance challenges facing the Armed Forces Retirement Home (AFRH) in FY 2008. Through various AFRH initiatives and programs, significant progress and improvements have been demonstrated as a result of recommendations made by my office and other inspection activities.

- Implement and monitor the Scott building renovation
- Implement and monitor the National Patient Safety Goals
- Implement Succession Planning for all strategic areas of operations and management
- Transition the accreditation review for the AFRH from JCAHO to CARF/CCAC
- Continue to educate our constituents and congressional oversight committees on the AFRH mission and services that will be needed to support our next generation of heroes

In order to sustain the progress that has been made by the AFRH through its initiatives and programs, we will continue to monitor the outcomes of the areas identified.

Maurice Swinton
Inspector General

Management Challenges continued



Challenge 4:
Transition from JCAHO to CARF/CCAC

To cover all levels of care AFRH that provides as a CCRC, we must seek a more fitting accreditation from CARF/CCAC. In FY08 we will seek initial review – so training and preparations must be carefully monitored to ensure a successful outcome.

Challenge 5:
Educate stakeholders on our Mission to serve a new generation of veterans

In recent years, both campuses have primarily served WWII veterans. So mental images of the “Old Soldiers’ Home” and the “Naval Home” still linger with most stakeholders. Sadly, this “greatest generation” is dying at a rate of nearly 1,000 a day. Thus, AFRH must address the needs of a new generation of war heroes – those eligible veterans from Korea and Vietnam to Afghanistan and Iraq.

As such, we must make major improvements such as larger rooms, more leisure activities and access to family and friends. Planning and executing the upgrades is a major challenge and calls for plenty of lead-time and a shared vision. Getting constituents and Congress to share our vision is vital – and clearly articulating our plans will take time. So AFRH must provide constant updates to keep constituents apprised of our direction. This way, if policy or funding changes are required, they’ll understand why ... and they’ll likely be supportive.

“I’ve lived here nine years and it’s more than satisfactory. Please get the Coasties in here!”
– Reid Hawthorne (Navy – WWII; Coast Guard – Vietnam)

Improper Payments Information Act (IPIA)

Through our partnership with BPD, each AFRH business program was reviewed to estimate the amount of potential improper and erroneous payments.

In FY07, we had a mere four erroneous payments out of a total of 2,923. This margin of error is little more than 1/10 of one percent. These four errors are outlined in the chart below:

Item	Issue	Amount	Resolution
1	Stipend payment sent to wrong Resident	\$ 120.00	Next stipend payment was withheld from Resident & thereby repaid
2	Refund sent to wrong Resident	\$1,376.00	Money collected from overpaid resident
3	Payment to Mississippi Power after contract expired	\$1,202.00	GSA is working to get a refund, since it is paying MS Power for service on the Gulfport campus during the rebuild.
4	AFRH was billed & paid for services used by another BPD customer	\$1,313.00	Vendor is returning the payment to BPD

Our hard work in this area has truly paid off - because in FY06 we had 30 improper payments. BPD is committed to catching erroneous payments, making the necessary corrections and raising our awareness – especially in terms of resident fees. Fortunately, these improper payments did not affect the outcome of our audit.

AFRH improper payment history: **FY07: 4**
FY06: 30
FY05: 1

The combined (Gulfport and Washington) Local Advisory Board meets in February 07 to assist AFRH.



Resident Volunteers

A new generation of eligible veterans and retired military is beginning to call the AFRH home. Below are the stories of several new and energetic residents who are changing the face of the AFRH. They are young at heart and generous in spirit – because they are giving back to the Home and the community as volunteers.

“When I retired, I relaxed a lot... and that got boring real fast! So I decided to keep busy by helping others.”



Gwen Hendley (Army - 20 yrs.)

Gwen is so young and vibrant, you’d think she was visiting a parent here. In her first year as a resident, she’s staying busy with a full line-up of volunteer work. “When I retired, I relaxed a lot...and that got boring real fast! So I decided to keep busy by helping others.” All told, Gwen volunteers at Walter Reed Medical Center, The Red Cross Blood Bank, the AFRH Chaplain’s Office and LaGarde Building Health Education. Maybe she gets her generous nature from being a nurse in the service, and a social worker in civilian life. “Seeing that you’ve helped someone, like a soldier and his family at Walter Reed, is very special.” So is Gwen Hendley.



Ann Whitaker (Navy – WWII)

Ann has a friendly spirit and quick smile. That’s vital when helping worried patients. “My major volunteer activity is escorting people to medical appointments and the hospital, like for cataract surgery. I support them through it all.” Ann gives back because she feels so grateful in life. “We Gulfport residents were the luckiest people in Mississippi – because we had a nice place to come to: Washington.” That may just pay off in the long run for Ann, as her mother lived to 101.



Frank Nelson (Navy - 3 yrs.)

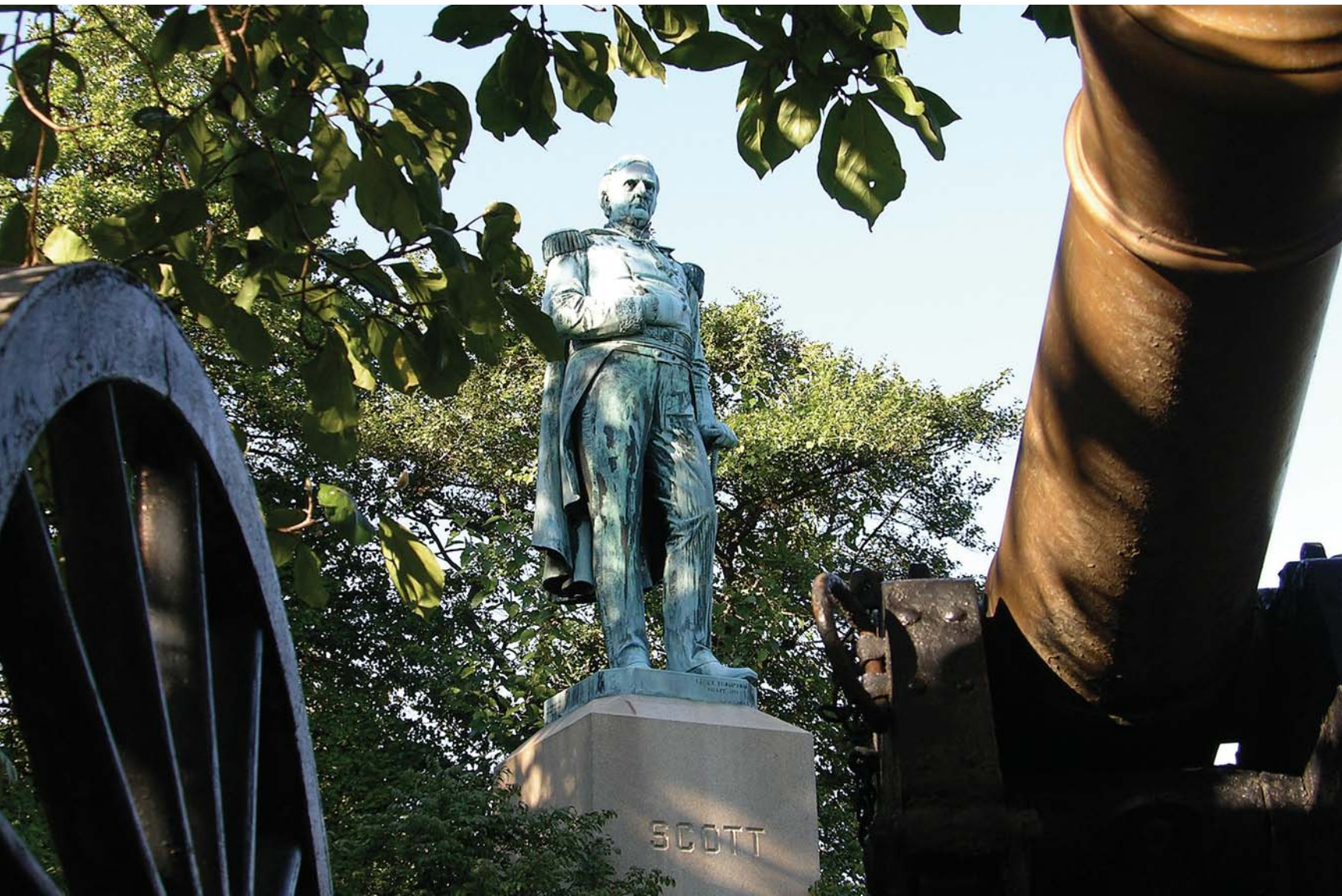
As a former shipmate on the USS Foote, Frank has a surprisingly green thumb. Nowadays, he spends plenty of time in the AFRH garden, cultivating potential prizewinners for the residents to enjoy. You see, each year the Home has a garden competition - and a stone soup contest, which Frank won this year. “Oh, it’s great fun. And my buddies enjoy all the great veggies we grow in the garden.” So next time you visit the Home, bring your favorite salad dressing.

Acronyms

Acronym	Meaning	Acronym	Meaning	Acronym	Meaning
AAFES	Army and Air Force Exchange Service	FASAB	Federal Accounting Standards Advisory Board	JFMIP	Joint Financial Management Improvement Act
ARC	Administrative Resource Center	FECA	Federal Employees Compensation Act	MCOC	Management Control Oversight Council
AFRH	Armed Forces Retirement Home	FEMA	Federal Emergency Management Agency	NFC	National Finance Center
BPD	Bureau of Public Debt	FEDInvest	Federal Investment (software application)	NPSG	National Patient Safety Goals
CARF/CCAC	Commission on Accreditation of Rehabilitation Facilities and Continuing Care Accreditation Commission	FFMIA	Federal Financial Management Improvement Act	OMB	Office of Management and Budget
CFO	Chief Financial Officer	FISMA	Federal Information Security Management Act	OPM	Office of Personnel Management
COO	Chief Operating Officer	FMFIA	Federal Managers Financial Integrity Act	OSD	Office of the Secretary of Defense
COTS	Commercial-Off-The-Shelf	FTE	Full-time Equivalents	OSHA	Occupational Safety and Health Administration
CRA	Continuing Resolution Act	FY	Fiscal Year	PART	Program Asset Rating Tool
DAPS	Document Automation and Production Service	GPRA	Government Performance and Results Act	PPE	Property, Plant and Equipment
DAV	Disabled American Veterans	GSA	General Services Administration	RIS	Resident Information System
DEOMI	Defense Equal Opportunity Management Institute	IPAC	Intragovernmental Payment and Collection System	SAS	Statement on Auditing Standards
DFAS	Defense Finance and Acquisition System	IPIA	Improper Payments Information Act	Seabees	Naval Construction Battalion
DoD	Department of Defense	IT	Information Technology	SF	Square Feet
EEO	Equal Employment Opportunity	IP	Internet Protocol	U.S.C.	United States Code
FAIR	Federal Activities Inventory Reform	JCAHO	Joint Commission on Accreditation of Healthcare Organizations	USSGL	US Standard General Ledger
FAR	Federal Acquisition Regulation				



R&R Rest and Relaxation



We'd like to hear from you—

Thank you for surveying our 2007 PAR. So what's your assessment? How well did we present the information? What did you find helpful? And what can we improve for next year? We welcome your feedback.

Please send it to:

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We'd like to thank you

The management and staff would like to express its sincere appreciation and heartfelt thanks to Congress, our many partners and volunteers. Your dedicated support is helping us carry out our Mission to serve America's veterans. Together we are ... *Forging New Foundations.*

General Winfield Scott was a celebrated war hero who was devoted to his troops. "Old Fuss and Feathers" envisioned a haven for old soldiers to ensure their care and restore their dignity. In 1848, he returned from the Mexican-American War a hero – with \$150,000 paid to him by Mexico City, in lieu of ransacking. Scott quickly paid off his soldiers and gave the rest to Congress to form a Trust Fund for a military asylum. Today, the Home is being re-envisioned by a "new guard" of dedicated caretakers.



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